

## **SMALL CLAIMS ADVISEMENT PROGRAM SUPERVISOR**

### **DEFINITION**

Under general direction, supervises the small claims advisory program within Superior Court; and performs related duties as required.

### **DISTINGUISHING CHARACTERISTICS**

This one position class reports to the Deputy Court Executive Officer and is responsible for the planning, development, and daily operations of the small claims advisement program that serves the public throughout the County.

### **ESSENTIAL FUNCTIONS**

1. Determines staffing levels and design of positions; selects, trains, evaluates, and disciplines employees; assigns, supervises, and coordinates the work of the small claims advisory staff at various locations throughout the County; recruits and trains volunteers.
2. Assists staff in resolving difficult or complex problems; investigates and resolves complaints from the public or county departments; prepares written responses to Court Administrators, Judges, members of the Board of Supervisors and others.
3. Prepares and conducts training classes for new staff and volunteers in small claim procedures and mediation; coordinates and assists in training attorneys serving as pro-tem judges in small claims court.
4. Prepares and monitors program budget; collects and analyzes supporting data; prepares cost estimates, revenue estimates, requests for personnel/equipment and other expense items.
5. Researches possible funding sources; writes and submits grant proposals to fund mediation.
6. Publicizes program to the public, courts and legal community; coordinates special events; acts as liaison with other resolution programs and professionals.
7. Performs related duties as assigned.

## ***MINIMUM QUALIFICATIONS***

Graduation from an accredited college or university with a Bachelor's degree in business, public or criminal justice administration, or closely related field and three years of program coordination involving interpretation of technical or legal procedures and supervision of staff or any combination of training and/or experience that could likely provide the desired knowledge and abilities. Experience may substitute for education.

### ***Knowledge of***

Program management; resource development; principles and practices of supervision and training; budget techniques; contract preparation; state codes related to small claims; forms and procedures used in small claims; mediation techniques.

### ***Ability to***

Make public presentations; design and implement programs and services; interpret and explain small claim procedures; establish working relationships with the public, staff, county agencies and community groups.

### ***Special Requirements***

A California driver's license requirement will be reviewed on a position basis in accordance with ADA regulations.

## ***PHYSICAL CHARACTERISTICS***

Strength, dexterity, coordination and vision to use a keyboard and video display terminal on a daily basis. Hearing to communicate with the public and court staff. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of objects weighing up to 25 lbs. such as files, stacks of papers, reference and other materials. Moving from place to place within an office; some reaching for items above and below desk level.

Date Est. 4/00